

### **Letter to all patients**

On May 31, 2009, our contract with the Area Health Education Center (AHEC) as our Community Based Outpatient Clinic (CBOC) service provider for Jonesboro, AR area Veterans will expire. To comply with Federal procurement guidelines, we began the solicitation and bid process for services several weeks ago. Effective June 1, 2009, Ambulatory Care Solutions (ACS) will serve as provider for our veterans at the Jonesboro CBOC. The location for the new clinic is 1900 S. Carraway, Jonesboro, AR 72401.

I would like to assure you that there will be no interruption in VA care in Jonesboro. The Memphis VAMC will continue providing the high quality level of patient care to veterans in the Jonesboro area.

You will receive information by mail soon with details regarding the new clinic. Until then, you should continue your current healthcare through your current provider. I have enclosed a list of Frequently Asked Questions regarding the change. A dedicated phone line has been set up so Veterans may contact us should they have questions concerning this change. To reach this line, you may call the medical center at 901-523-8991, then select Option 4.

Thank you for your service to our country and for allowing us to keep President Lincoln's promise "to care for him who shall have borne the battle...", at the Memphis VA Medical Center.

Sincerely yours,

Donna Savoy  
CBOC Coordinator